

## SC SUNS Tech Note SC2 – Clearing the ZIS Administrative Password

If you forget the username and password for the SIFWorks ZIS, use this procedure to blank the password so you can log in and then set a new password.

1. Stop the SIFWorks ZIS in the Services applet in the Control Panel.
2. In a text editor such as Notepad, open the file “zis.xml” located in the Edustructures\zis\conf\ folder in your SUNS installation.

In a default installation, the file will be  
C:\SIFAgents\Edustructures\zis\conf\zis.xml

3. In the zis.xml file, find the line that begins with  
<user login="admin"

The line will typically have an encrypted password and look something like the following:

```
<user login="admin" password="adpexzg" name="System Administrator"/>
```

4. Remove all of the text between the two double quotation marks "" after the keyword password=, making your line look like the following:

```
<user login="admin" password="" name="System Administrator"/>
```

Make sure there is nothing, not even a space, between the two double quotation marks so that the password is fully blanked out.

5. Save the changes to the zis.xml file and close it.
6. Start the SIFWorks ZIS in the Services applet in the Control Panel.
7. From the Start menu, select All Programs, then Edustructures, then ZIS, then ZIS Console.

A web browser window starts up at the ZIS console login page.

8. Log in with user name “admin” and NO password (leave the password field blank).

The ZIS will log in and immediately present you with a page saying “Your password has been reset by an administrator” and prompting you to enter a password.

9. Enter the new password you want to use in each of the two fields and click the Login button.

The admin account's password is set to the new password you just entered and you are returned to the regular login page.

10. Log in with the user name "admin" and the password you just specified.

You are now logged in to the regular ZIS console.